

L Number	Hits	Search Text	DB	Time stamp
-	160	(705/5).CCLS.	USPAT	2003/02/24 07:46
-	74	(705/6).CCLS.	USPAT	2003/02/21 13:07
-	1006	(reserve or reservation) and (standby or ((wait or waiting) near list)) and (calculate or calculating or compare or comparing)	USPAT	2003/02/24 08:21
-	93	(reserve or reservation) and (standby or ((wait or waiting) near list)) and (calculate or calculating or compare or comparing) and (predict or predicting)	USPAT	2003/02/21 13:29
-	87	((reserve or reservation) and (standby or ((wait or waiting) near list)) and (calculate or calculating or compare or comparing) and (predict or predicting)) and (sort or sorting or order or ordering)	USPAT	2003/02/21 13:12
-	87	((reserve or reservation) and (standby or ((wait or waiting) near list)) and (calculate or calculating or compare or comparing) and (predict or predicting)) and (sort or sorting or order or ordering or prioritize or prioritizing)	USPAT	2003/02/21 13:30
-	8	((reserve or reservation) and (standby or ((wait or waiting) near list)) and (calculate or calculating or compare or comparing) and (predict or predicting)) and (sort or sorting or order or ordering or prioritize or prioritizing)) and (airline or ticket)	USPAT	2003/02/21 13:14
-	127	perishable near commodities	USPAT	2003/02/21 13:15
-	5	perishable near commodities and (reserve or reservation)	USPAT	2003/02/21 13:15
-	28	(reserve or reservation) and (standby or ((wait or waiting) near list)) and (calculate or calculating or compare or comparing)	EPO; JPO; DERWENT	2003/02/21 13:31
-	0	(reserve or reservation) and (standby or ((wait or waiting) near list)) and (calculate or calculating or compare or comparing) and (predict or predicting)	EPO; JPO; DERWENT	2003/02/21 13:30
-	0	((reserve or reservation) and (standby or ((wait or waiting) near list)) and (calculate or calculating or compare or comparing) and (predict or predicting)) and (sort or sorting or order or ordering or prioritize or prioritizing)	EPO; JPO; DERWENT	2003/02/21 13:30
-	546	(reserve or reservation) and (standby or ((wait or waiting) near list))	EPO; JPO; DERWENT	2003/02/21 13:31
-	10	(reserve or reservation) and (standby or ((wait or waiting) near list)) and (airline or seat)	EPO; JPO; DERWENT	2003/02/21 13:32
-	62	(reserve or reservation) and (rank or ranking)	EPO; JPO; DERWENT	2003/02/21 13:35
-	1214	(reserve or reservation) and (rank or ranking)	USPAT	2003/02/21 13:50
-	12	((reserve or reservation) same (rank or ranking)) and (airline or seat)	USPAT	2003/02/21 13:51
-	4	airline and restroom and waiting	USPAT	2003/02/24 07:46
-	508	(airline or seat) and (standby or ((wait or waiting) near list)) and (calculate or calculating or compare or comparing)	USPAT	2003/02/24 08:24
-	17	(airline and seat) and (standby or ((wait or waiting) near list)) and (calculate or calculating or compare or comparing)	USPAT	2003/02/24 08:22
-	64	(airline) and (standby or ((wait or waiting) near list)) and (calculate or calculating or compare or comparing)	USPAT	2003/02/24 08:24

Consider all
 Consider all
 Consider all

Status: Path 1 of [Dialog Information Services via Modem]

Status: Initializing TCP/IP using (UseTelnetProto 1 ServiceID pto-dialog)
Trying 31060000009999...Open

DIALOG INFORMATION SERVICES
PLEASE LOGON:
***** HHHHHHHH SSSSSSSS?
Status: Signing onto Dialog

ENTER PASSWORD:
***** HHHHHHHH SSSSSSSS? *****
Welcome to DIALOG
Status: Connected

Dialog level 02.12.60D

Last logoff: 13feb03 13:58:39
Logon file405 21feb03 15:00:49
*** ANNOUNCEMENT ***

--File 515 D&B Dun's Electronic Business Directory is now online completely updated and redesigned. For details, see HELP NEWS 515.

--File 990 - NewsRoom now contains October 2002 to present records. File 993 - NewsRoom archive contains 2002 records from January 2002-September 2002. To search all 2002 records, BEGIN 990,993 or B NEWS2002

--Alerts have been enhanced to allow a single Alert profile to be stored and run against multiple files. Duplicate removal is available across files and for up to 12 months. The Alert may be run according to the file's update frequency or according to a custom calendar-based schedule. There are no additional prices for these enhanced features. See HELP ALERT for more information.

--U.S. Patents Fulltext (File 654) has been redesigned with new search and display features. See HELP NEWS 654 for information.

--Connect Time joins DialUnits as pricing options on Dialog. See HELP CONNECT for information.

--CLAIMS/US Patents (Files 340,341, 942) have been enhanced with both application and grant publication level in a single record. See HELP NEWS 340 for information.

--SourceOne patents are now delivered to your email inbox as PDF replacing TIFF delivery. See HELP SOURCE1 for more information.

--Important news for public and academic libraries. See HELP LIBRARY for more information.

--Important Notice to Freelance Authors--
See HELP FREELANCE for more information

For information about the access to file 43 please see Help News43.

NEW FILES RELEASED
***Dialog NewsRoom - Current 3-4 months (File 990)
***Dialog NewsRoom - 2002 Archive (File 993)
***Dialog NewsRoom - 2001 Archive (File 994)
***Dialog NewsRoom - 2000 Archive (File 995)
***TRADEMARKSCAN-Finland (File 679)
***TRADEMARKSCAN-Norway (File 678)
***TRADEMARKSCAN-Sweden (File 675)

UPDATING RESUMED

***Delphes European Business (File 481)

RELOADED

***D&B Dun's Electronic Business Directory (File 515)

***U.S. Patents Fulltext 1976-current (File 654)

***Population Demographics (File 581)

***Kompass Western Europe (File 590)

***D&B - Dun's Market Identifiers (File 516)

REMOVED

***Chicago Tribune (File 632)

***Fort Lauderdale Sun Sentinel (File 497)

***The Orlando Sentinel (File 705)

***Newport News Daily Press (File 747)

***U.S. Patents Fulltext 1980-1989 (File 653)

***TOXNET data is added to ToxFile (F156)

New document supplier

IMED has been changed to INFOTRIE (see HELP OINFOTRI)

>>> Enter BEGIN HOMEBASE for Dialog Announcements <<<
>>> of new databases, price changes, etc. <<<

COREFULL is set ON as an alias for 15,9,623,810,275,624,636,621,813,16,160,148,20.

COREABS is set ON as an alias for 77,35,593,65,2,233,99,473,474,475.

COREALL is set ON as an alias for COREFULL,COREABS.

SOFTFULL is set ON as an alias for 278,634,256.

EUROFULL is set ON as an alias for 348,349.

JAPOABS is set ON as an alias for 347.

HEALTHFULL is set ON as an alias for 442,149,43,444.

HEALTHABS is set ON as an alias for 5,73,151,155,34,434.

DRUGFULL is set ON as an alias for 455,129,130.

DRUGABS is set ON as an alias for 74,42.

INSURANCEFULL is set ON as an alias for 625,637.

INSURANCEABS is set ON as an alias for 169.

TRANSPORTFULL is set ON as an alias for 80,637.

TRANSPORTABS is set ON as an alias for 108,6,63.

ADVERTISINGFULL is set ON as an alias for 635,570,PAPERSMJ,PAPERSEU.

INVENTORYABS is set ON as an alias for 8,14,94,6,34,434,7.

BANKINGFULL is set ON as an alias for 625,268,626,267.

BANKINGABS is set ON as an alias for 139.

HEALTHALL is set ON as an alias for COREFULL,COREABS,HEALTHFULL,HEALTHABS.

INSURANCEALL is set ON as an alias for COREFULL,COREABS,INSURANCEFULL,INSURANCEABS.

RESERVATIONALL is set ON as an alias for COREFULL, COREABS.

OPERATIONSALL is set ON as an alias for COREFULL,COREABS,INVENTORYABS.

TRANSPORTALL is set ON as an alias for COREFULL,COREABS,TRANSPORTFULL,TRANSPORTABS.

ADVERTISINGALL is set ON as an alias for COREFULL,COREABS,ADVERTISINGFULL.

SHOPPINGALL is set ON as an alias for COREFULL,COREABS,ADVERTISINGALL,47.

INVENTORYALL is set ON as an alias for COREFULL,COREABS,INVENTORYFULL.

BANKINGALL is set ON as an alias for COREFULL,COREABS,BANKINGFULL,BANKINGABS.

PORTFOLIOALL is set ON as an alias for COREFULL,COREABS,BANKINGALL.

TRADINGALL is set ON as an alias for COREFULL,COREABS,BANKINGALL.

CREDITALL is set ON as an alias for COREFULL,COREABS,BANKINGALL.

FUND\$ALL is set ON as an alias for COREFULL,COREABS,BANKINGALL,608.

* * New CURRENT Year ranges installed **

SYSTEM:HOME

Cost is in DialUnits

Menu System II: D2 version 1.7.8 term=ASCII

*** DIALOG HOMEBASE(SM) Main Menu ***

Information:

1. Announcements (new files, reloads, etc.)
2. Database, Rates, & Command Descriptions
3. Help in Choosing Databases for Your Topic
4. Customer Services (telephone assistance, training, seminars, etc.)
5. Product Descriptions

Connections:

6. DIALOG(R) Document Delivery
7. Data Star(R)

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/H = Help /L = Logoff /NOMENU = Command Mode

Enter an option number to view information or to connect to an online service. Enter a BEGIN command plus a file number to search a database (e.g., B1 for ERIC).

?b corefull, coreabs

```
>>>      77 does not exist
>>>1 of the specified files is not available
     21feb03 15:01:06 User242933 Session D144.1
           $0.00    0.176 DialUnits FileHomeBase
     $0.00  Estimated cost FileHomeBase
     $0.06  TELNET
     $0.06  Estimated cost this search
     $0.06  Estimated total session cost   0.176 DialUnits
```

SYSTEM:OS - DIALOG OneSearch

File 15:ABI/Inform(R) 1971-2003/Feb 21
(c) 2003 ProQuest Info&Learning

*File 15: Alert feature enhanced for multiple files, duplicate removal, customized scheduling. See HELP ALERT.

File 9:Business & Industry(R) Jul/1994-2003/Feb 20
(c) 2003 Resp. DB Svcs.

File 623:Business Week 1985-2003/Feb 20
(c) 2003 The McGraw-Hill Companies Inc

File 810:Business Wire 1986-1999/Feb 28
(c) 1999 Business Wire

File 275:Gale Group Computer DB(TM) 1983-2003/Feb 20
(c) 2003 The Gale Group

File 624:McGraw-Hill Publications 1985-2003/Feb 20
(c) 2003 McGraw-Hill Co. Inc

File 636:Gale Group Newsletter DB(TM) 1987-2003/Feb 20
(c) 2003 The Gale Group

File 621:Gale Group New Prod.Annou.(R) 1985-2003/Feb 20
(c) 2003 The Gale Group

File 813:PR Newswire 1987-1999/Apr 30
(c) 1999 PR Newswire Association Inc

File 16:Gale Group PROMT(R) 1990-2003/Feb 20
(c) 2003 The Gale Group

*File 16: Alert feature enhanced for multiple files, duplicate removal, customized scheduling. See HELP ALERT.

File 160:Gale Group PROMT(R) 1972-1989
(c) 1999 The Gale Group

File 148:Gale Group Trade & Industry DB 1976-2003/Feb 20
(c) 2003 The Gale Group

*File 148: Alert feature enhanced for multiple files, duplicate removal, customized scheduling. See HELP ALERT.

File 20:Dialog Global Reporter 1997-2003/Feb 21
(c) 2003 The Dialog Corp.

File 35:Dissertation Abs Online 1861-2003/Jan
(c) 2003 ProQuest Info&Learning

File 593:KOMPASS Central/Eastern Europe 2003/Jan
(c) 2003 KOMPASS Intl.

File 65:Inside Conferences 1993-2003/Feb W3
(c) 2003 BLDSC all rts. reserv.

File 2:INSPEC 1969-2003/Feb W2
(c) 2003 Institution of Electrical Engineers

*File 2: Alert feature enhanced for multiple files, duplicates removal, customized scheduling. See HELP ALERT.

File 233:Internet & Personal Comp. Abs. 1981-2003/Feb
(c) 2003 Info. Today Inc.

File 99:Wilson Appl. Sci & Tech Abs 1983-2003/Jan
(c) 2003 The HW Wilson Co.
File 473:FINANCIAL TIMES ABSTRACTS 1998-2001/APR 02
(c) 2001 THE NEW YORK TIMES
***File 473: This file will not update after March 31, 2001.**
It will remain on Dialog as a closed file.
File 474:New York Times Abs 1969-2003/Feb 20
(c) 2003 The New York Times
File 475:Wall Street Journal Abs 1973-2003/Feb 20
(c) 2003 The New York Times

Set Items Description

--- -----

?s (reserve or reserves or reservation or reservations) and (airline) and (overbook or overbooking) and (standby or wait or waiting or list)

Processed 10 of 22 files ...

Processing

Completed processing all files

1122216	RESERVE
806019	RESERVES
199679	RESERVATION
297149	RESERVATIONS
822358	AIRLINE
613	OVERBOOK
2243	OVERBOOKING
94615	STANDBY
779391	WAIT
829600	WAITING
2488414	LIST
S1 154	(RESERVE OR RESERVES OR RESERVATION OR RESERVATIONS) AND (AIRLINE) AND (OVERBOOK OR OVERBOOKING) AND (STANDBY OR WAIT OR WAITING OR LIST)

?s s1 and (rank or ranks or ranking or bump or bumps or bumping)

154	S1
337017	RANK
485706	RANKS
403056	RANKING
54745	BUMP
35214	BUMPS
19152	BUMPING
S2 30	S1 AND (RANK OR RANKS OR RANKING OR BUMP OR BUMPS OR BUMPING)

?type s2/3,ab/all

>>>No matching display code(s) found in file(s): 65, 593, 623-624, 810, 813

2/3,AB/1 (Item 1 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

(c) 2003 ProQuest Info&Learning. All rts. reserv.

02405831 115926502

The strategic role of unused service capacity

Ng, Irene C L; Wirtz, Jochen; Lee, Khai Sheang

International Journal of Service Industry Management v10n2 PP: 211 1999

ISSN: 0956-4233 JRNL CODE: SIM

WORD COUNT: 11784

Reviewed all

ABSTRACT: Services are by nature perishable. As such, managing a service firm's capacity to match supply and demand has been touted as one of the key problems of services marketing and management practice. This paper advances an alternative perspective of unused service capacity. Based on a review of current literature and an exploratory study, this paper employs a theory-in-use methodology to map out a set of capacity strategy propositions. These propositions show a divergence between what literature suggests and what service firms actually practise with regard to reducing the occurrence of unused service capacity. The paper also demonstrates that capacity can be employed as a resource to achieve a series of strategic objectives that serve to improve the performance of the firm. Service firms should therefore approach capacity management not only from the standpoint of operations management, but also from that of marketing.

2/3,AB/2 (Item 2 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2003 ProQuest Info&Learning. All rts. reserv.

01836669 04-87660

Transmission products and pricing: Hidden agendas in the ISO/transco debate
Cicchetti, Charles J; Long, Colin M
Public Utilities Fortnightly v137n12 PP: 32-45 Jun 15, 1999 ISSN:
1078-5892 JRNL CODE: PUF
WORD COUNT: 4795

ABSTRACT: On May 12, the Federal Energy Regulatory Commission issued its long-awaited notice of proposed rulemaking on regional transmission organizations, or RTOs. The action came only a few weeks after FirstEnergy and Entergy filed applications with the FERC indicating separate plans to form an independent transmission company, or transco. The FERC action will require all investor-owned electric utilities that own transmission assets to file plans for participating in RTOs. The RTO initiative has prompted a vigorous debate. Should utilities favor the transco model, which combines ownership and operation of the wires under the same roof? Or should industry favor the more widely established form, the independent system operator (ISO), designed to operate transmission assets still owned by the regulated utilities? Both approaches are discussed in detail. A resolution of the matter by state regulators and the FERC is needed.

2/3,AB/3 (Item 3 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2003 ProQuest Info&Learning. All rts. reserv.

01759205 04-10196

Gridlock in the skies
Darbelnet, Robert L
Vital Speeches of the Day v65n6 PP: 175-177 Jan 1, 1999 ISSN: 0042-742X
JRNL CODE: VSP
WORD COUNT: 2429

ABSTRACT: Without a doubt, the US is approaching gridlock in air travel. Airports simply cannot handle more planes without adding more capacity. Unfortunately, the busiest airports - the one closest to major cities - generally cannot add runways because they either have no place to put them or the community does not want them for environmental reasons. There are 2 possible solutions to this problem: 1. Build more airports. 2. Renew efforts to make better use of some of the underutilized airports near major metropolitan areas.

2/3,AB/4 (Item 4 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2003 ProQuest Info&Learning. All rts. reserv.

01158269 98-07664

Scheduling management of transportation service response capacity to improve perceived quality
Morash, Edward A; Ozment, John
Logistics & Transportation Review v31n4 PP: 353-375 Dec 1995 ISSN:
0047-4991 JRNL CODE: LTR
WORD COUNT: 6403

ABSTRACT: Responsive scheduling management matches transportation service capacity with customer demands for benefits of value to them. It is shown that transportation firms which achieve a closer balance of fit between transportation service response capacity and customer requirements are perceived by customers to be of greater transportation quality. Forward schedule planning and relational customer interactions are found to be more important for perceived quality than scheduling implementation and

technical transportation services. These results imply that physical transportation capacity and outputs are not as important as the service response capacity of transportation people, systems, and information to satisfy customer needs.

2/3,AB/5 (Item 5 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

(c) 2003 ProQuest Info&Learning. All rts. reserv.

00984959 96-34352

Growing up

Bowman, Robert J

World Trade v8n1 PP: 58-64 Jan/Feb 1995 ISSN: 1054-8637 JRNL CODE: WLD
WORD COUNT: 2181

ABSTRACT: For much of its dozen years of existence, PRI Automation Inc. has relied on a one-office freight forwarder, Oceanair Inc., to handle all overseas air shipments. Now, like many similar high-tech shippers reaching a new level of maturity, PRI may have to consider hiring a full-time transportation manager. To hold onto PRI, Oceanair will have to offer attractive rates coupled with top-quality service on a global scale. The real test for Oceanair may come when it bids for PRI's business in Asia. A similar moment of truth is facing Catalyst Semiconductor Inc. Formed in 1985, the company underwent a management upheaval in 1991. Catalyst invited 8 freight forwarders to bid on its account. The victor was Expeditors International, which now handles Catalyst's imports from Thailand as well as exports to Asia and elsewhere. For the most parts, the initial relationship between Catalyst and Expeditors appears to have gone well.

2/3,AB/6 (Item 6 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00744648 93-93869

Multihosting: With reservations

Henderson, Danna K

Air Transport World v30n8 PP: 67-72 Aug 1993 ISSN: 0002-2543

JRNL CODE: ATW

WORD COUNT: 2123

ABSTRACT: An increasing number of airlines are forgoing an internal reservations system and turning to vendors who operate shared or multihost systems on a fee-per-passenger basis. The 3 largest 3rd-party multihosting providers are the Transportation Automation Services division of AMR Information Services (Amris) with its Sabre and SAAS products, EDS with Shares, and the SITA consortium with Gabriel II. Due to comparable functionality, the 3 vendors have had difficulty differentiating themselves. The vendors aim at 4 target markets, including the new airline or one who is entering scheduled service for the first time. To increase their market shares, the 3 vendors are working to enhance their systems and introduce new products.

2/3,AB/7 (Item 1 from file: 624)

DIALOG(R)File 624:McGraw-Hill Publications

(c) 2003 McGraw-Hill Co. Inc. All rts. reserv.

0611305

Business Aircraft Justification: Business Aircraft still make dollars and sense. This summary of 25 years of B/CA articles on business aircraft justification demonstrates that the management challenges remain constant and manageable.

Business & Commercial Aviation June, 1994; Pg 49; Vol. 74, No. 6

Journal Code: BCA

ISSN: 0191-4642

Full text available in Formats 5, 7 and 9

2/3,AB/8 (Item 2 from file: 624)
DIALOG(R)File 624:McGraw-Hill Publications
(c) 2003 McGraw-Hill Co. Inc. All rts. reserv.

0041102

Delays, Service Problems Prompt Strong Congressional Reaction
Aviation Week & Space Technology August 10, 1987; Pg 33; Vol. 127, No. 6
Journal Code: AW ISSN: 0005-2175
Dateline: Washington
Word Count: 1,477 *Full text available in Formats 5, 7 and 9*

BYLINE:
James Ott

2/3,AB/9 (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c) 2003 The Gale Group. All rts. reserv.

14554472 SUPPLIER NUMBER: 85411383 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Freight expectations: Freight transportation companies have moved slowly to
keep up with modern business practices. Risk and revenue management could
provide the boost the industry needs.
Pompeo, Lucia; Sapountzis, Ted
McKinsey Quarterly, 90(10)
Spring, 2002
ISSN: 0047-5394 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 3625 LINE COUNT: 00292

2/3,AB/10 (Item 2 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c) 2003 The Gale Group. All rts. reserv.

12010946 SUPPLIER NUMBER: 61642947 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Travelers' Intercom.(Letter to the Editor)
International Travel News, 25, 2, 11
April, 2000
DOCUMENT TYPE: Letter to the Editor ISSN: 0191-8761 LANGUAGE:
English RECORD TYPE: Fulltext
WORD COUNT: 16200 LINE COUNT: 01187

2/3,AB/11 (Item 3 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c) 2003 The Gale Group. All rts. reserv.

11152328 SUPPLIER NUMBER: 55009389 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Transmission products and pricing: hidden agendas in the ISO/transco
debate.(electric power transmission; independent system operator,
independent transmission companies)
Cicchetti, Charles J.; Long, Colin M.
Public Utilities Fortnightly (1994), 137, 12, 32(1)
June 15, 1999
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 5149 LINE COUNT: 00425

2/3,AB/12 (Item 4 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c) 2003 The Gale Group. All rts. reserv.

08498062 SUPPLIER NUMBER: 18050686 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Scheduling management of transportation service response capacity to
improve perceived quality.
Morash, Edward A.; Ozment, John

Dec, 1995

ISSN: 0047-4991 LANGUAGE: English RECORD TYPE: Fulltext; Abstract

WORD COUNT: 7829 LINE COUNT: 00692

ABSTRACT: Responsive scheduling management matches transportation service capacity with customer demands for benefits of value to them. The present study shows that transportation firms which achieve a closer balance or fit between transportation service response capacity and customer requirements are perceived by customers to be of greater transportation quality. Forward schedule planning and relational customer interactions are found to be more important for perceived quality than scheduling implementation and technical transportation services. These results imply that physical transportation capacity and outputs are not as important as the service response capacity of transportation people, systems, and information to satisfy customer needs. (Reprinted by permission of the publisher.)

2/3,AB/13 (Item 5 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c) 2003 The Gale Group. All rts. reserv.

06806508 SUPPLIER NUMBER: 14156161 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Multihosting: with reservations . (competition among customer reservation system vendors) (includes related article on Qik-Res reservation system)

Henderson, Danna K.

Air Transport World, v30, n8, p67(4)

August, 1993

ISSN: 0002-2543 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 2988 LINE COUNT: 00236

ABSTRACT: The three largest customer reservation systems (CRS) for airlines, AMR Information Services (Amris), Electronic Data Systems (EDS) and SITA Corp, are actively competing for new customers. Each is seeking new applications for its systems to separate it from its competitors. The types of carriers being targeted by the CRSs include new airlines, airlines already on a competing system, airlines that are not yet automated and large carriers that may need outside reservation services. The three CRSs believe that airlines can gain long-term financial benefits from use of their services.

2/3,AB/14 (Item 6 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c) 2003 The Gale Group. All rts. reserv.

05497499 SUPPLIER NUMBER: 11287376 (USE FORMAT 7 OR 9 FOR FULL TEXT)

The traveler's bill of rights. (column)

Dingle, Derek T.

Money, v20, n10, p171(3)

Oct, 1991

DOCUMENT TYPE: column ISSN: 0149-4953 LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 1456 LINE COUNT: 00113

ABSTRACT: Travellers have consumer rights. Travellers must take the initiative to see that they receive the quality of service that they are entitled to from hotel managers, tour operators, and travel agents.

2/3,AB/15 (Item 7 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c) 2003 The Gale Group. All rts. reserv.

04561351 SUPPLIER NUMBER: 08879827 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Bumped off at the airport: how to avoid being stranded when the plane is overbooked. (News You Can Use)

Popkin, James

U.S. News & World Report, v108, n15, p54 (3)

April 16, 1990

CODEN: XNWRA

ISSN: 0041-5537

LANGUAGE: ENGLISH

RECORD TYPE:

FULLTEXT

WORD COUNT: 1457 LINE COUNT: 00110

2/3,AB/16 (Item 8 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

03868841 SUPPLIER NUMBER: 07359673 (USE FORMAT 7 OR 9 FOR FULL TEXT)

AAL waitlist policy change is instituted. (American Airlines Inc.) (ACTE
ONE Spotlights Industry Concerns) (Business Travel Update)

Arrendell, Stephen

Travel Weekly, v48, n17, p65(2)

Feb 27, 1989

ISSN: 0041-2082

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 650 LINE COUNT: 00053

2/3,AB/17 (Item 9 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

03850514 SUPPLIER NUMBER: 06956510 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Third straight record profit is the forecast for 1989. (airlines)
Henderson, Danna K.

Air Transport World, v26, n1, p16(13)

Jan, 1989

ISSN: 0002-2543

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 8824 LINE COUNT: 00683

2/3,AB/18 (Item 10 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

03329226 SUPPLIER NUMBER: 06214025 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Carriers pushed and pushing to turn around poor service. (includes related
articles on complaint records and new rules)

Donoghue, J.A.

Air Transport World, v24, n11, p36(5)

Nov, 1987

ISSN: 0002-2543

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 2102 LINE COUNT: 00170

2/3,AB/19 (Item 11 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
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03301148 SUPPLIER NUMBER: 05170369 (USE FORMAT 7 OR 9 FOR FULL TEXT)

What's in store when Congress acts on air service; focus will be on safety,
airport delays, report cards.

Derchin, Mike

Travel Weekly, v46, p12(1)

Sept 10, 1987

ISSN: 0041-2082

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 1019 LINE COUNT: 00082

2/3,AB/20 (Item 12 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

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02968093 SUPPLIER NUMBER: 04327778 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Bill of rights for airline passengers. (techniques for air travelers)

Maynard, Micheline; Work, Clemens P.

U.S. News & World Report, v101, p48(1)
Aug 11, 1986
ISSN: 0041-5537 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 1021 LINE COUNT: 00078

2/3,AB/21 (Item 13 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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02323961 SUPPLIER NUMBER: 03664655 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Tailspin. (story of Provincetown-Boston Airline Inc.)
Hartman, Curtis
Inc., v7, p88(9)
March, 1985
ISSN: 0162-8968 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 7872 LINE COUNT: 00575

2/3,AB/22 (Item 14 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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02036387 SUPPLIER NUMBER: 03203238 (USE FORMAT 7 OR 9 FOR FULL TEXT)
The addresses you'll most want to keep. (65 sources of personal financial help)
Tai, Pauline
Money, v13, p195(11)
April, 1984
ISSN: 0149-4953 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 4336 LINE COUNT: 00350

2/3,AB/23 (Item 15 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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02031072 SUPPLIER NUMBER: 03199176 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Unpeaceful coexistence; agents believe knowledge, or lack of it, separates good hotel reps from bad.
Weiser, Mort
Travel Weekly, v43, p41(2)
March 31, 1984
ISSN: 0041-2082 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 2825 LINE COUNT: 00214

2/3,AB/24 (Item 16 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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02029043 SUPPLIER NUMBER: 03251197 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Hawaii: unspoiled by its successes island paradise looks to meetings for renewed growth.
Robinson, Dina Eliash
Meetings & Conventions, v19, p114(12)
May, 1984
ISSN: 0025-8652 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 7308 LINE COUNT: 00580

2/3,AB/25 (Item 1 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2003 The Dialog Corp. All rts. reserv.

25069290
Travel: News analysis: Down to earth with a bump : William Little outlines EU plans to discourage airlines from overbooking
WILLIAM LITTLE

GUARDIAN

September 21, 2002

JOURNAL CODE: FGDN LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1109

Holidaymakers hoping to catch flights to their dream destinations could be in for a surprise. Excessive **overbooking** this year looks set to leave many tourists delayed in Britain as airlines resist new European Union regulations scheduled for this autumn aimed at helping passengers.

The EU is getting tough with airlines that **overbook** flights after figures revealed that 250,000 passengers in Europe are left stranded at check-in desks every year. Some of the biggest airlines, including British Airways, Lufthansa and Air France, **overbook** seats on flights to compensate for "no shows" - passengers with expensive flexible tickets who are entitled to a full refund if they miss their flight. When airlines overestimate the number of no-shows, passengers who thought they had a reserved seat can find that it has been taken by someone with a more expensive ticket.

2/3,AB/26 (Item 2 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter

(c) 2003 The Dialog Corp. All rts. reserv.

24881036

The Philadelphia Inquirer Consumer Watch Column

Jeff Gelles

KRTBN KNIGHT-RIDDER TRIBUNE BUSINESS NEWS (PHILADELPHIA INQUIRER - PENNSYLVANIA)

September 11, 2002

JOURNAL CODE: KPIN LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 786

Sometimes readers ask questions that journalists overlook, or provide insights worth passing along. Sometimes they just seem entitled to the last word on a subject (though I'm not making any promises).

Here are some recent questions and comments about new restrictions on **airline** customers who buy nonrefundable tickets, and about efforts to stem the tide of unsolicited commercial e-mail, a.k.a. spam.

2/3,AB/27 (Item 3 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter

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24029953

Airlines averse to performance tables

STATESMAN (INDIA)

July 23, 2002

JOURNAL CODE: FSTN LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 488

Ben Webster, The Times, London LONDON, July 22. Leading airlines are resisting a European plan for league tables that will show which companies have the worst record on delays, lost bags and cancelled flights. The airlines claim that the **ranking** system would be unfair.

The European Commission wants to copy America, where airlines are placed according to their performance. Companies are being asked to provide information on flight punctuality, cancellations, the number of passengers bumped - denied boarding because of **overbooking** - the number of bags lost or damaged and the number of complaints received. All airlines gather this information already but most refuse to divulge it. The Commission has this month written to chief executives and chairmen offering them a last chance to co-operate on a voluntary basis. A pilot project, under which information would be gathered and published centrally, is due to start in the autumn. But the Commission says that it must first persuade enough airlines to participate. The letter from Michel Ayral, the Commissions air transport director stated that it would introduce legislation to force airlines to publish the information if they failed to co-operate with the

voluntary scheme.

2/3,AB/28 (Item 4 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
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13720889

When things go bump in the night

BUSINESS AND FINANCE

November 02, 2000

JOURNAL CODE: FBFN LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 679

Bumping " was in the news recently when EU Commissioner Loyola de Palacio suggested she might introduce new regulations to restrict the right of airlines to **overbook** flights.

It's the stuff of nightmares. You turn up at the check-in desk only to find out that the flight is overbooked and you're on the wrong side of the cut-off point. The airlines call it 'denied boarding'. Most passengers called it 'being bumped'. It's a fact of life that all airlines routinely **overbook** flights, sometimes by as much as 15%. They do this to allow for people who have bookings but don't turn up. If they didn't do it, they say, there would be a lot more empty seats on flights and ticket prices would be higher.

2/3,AB/29 (Item 5 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
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07016553

Overbooked Airline Flights Can Be a Boon to Passengers

Randolph Heaster

KRTBN KNIGHT-RIDDER TRIBUNE BUSINESS NEWS (KANSAS CITY STAR - MISSOURI)

August 15, 1999

JOURNAL CODE: KKCS LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 1429

More than a million U.S. air travelers could be "bumped" this year, giving up -- or losing -- the seats they had reserved. Though the chances of being victimized by an overbooked flight remain small, they jumped more than 50 percent in the first part of this year.

Passengers with time to burn can turn **bumping** to their advantage, getting free trips or other compensation. But travelers who don't want to be left behind can face spending several hours -- even overnight -- in airports **waiting** for other flights.

2/3,AB/30 (Item 6 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
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02503865

South Florida Travelers Report Overbooking of Flights

Ken Kaye

KRTBN KNIGHT-RIDDER TRIBUNE BUSINESS NEWS (SUN-SENTINEL, SOUTH FLORIDA)

August 13, 1998

JOURNAL CODE: KSSE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 748

Aug. 13--FORT LAUDERDALE, Fla.--With airliners filled to the brim this summer, thousands of South Florida travelers will find their seats have already been sold -- to someone else.

In short, they'll be bumped because their flights are overbooked.

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